

Leicestershire Children in Care Council

Contact Expectations Statement

If possible, after coming into care, contact should be arranged to take place at the earliest opportunity

At contact there should be no surprises e.g. unexpected people or issues that we do not know about or are prepared for

Young people should have a say in who is involved in contact and the wider family should always be considered

If any changes are made to our contact arrangements, these will always be explained to us

Regular contact does not replace the opportunity for other additional family activities also taking place

Other than for an emergency, contact should never be cancelled with less than 24 hours notice. Any cancellation will always be followed up and new arrangements made quickly

During contact, all mobile phones and devices will be switched off and only used in an emergency

Whenever possible, we will always have contact for special occasions e.g. family celebrations and birthdays etc

Our privacy and the location of contact are really important to us

Future contact dates will always be confirmed at the end of each meeting

A young person should never feel pressured to have contact

Staff who accompany us to contact should always be discreet e.g. not wear ID badges when meeting in public areas etc

Our carers need to be supported, not to feel undermined or threatened by our contact with family members

Carers should be supported to understand how important contact is to us, but also how it can impact upon us and sometimes our behaviours

After contact has taken place, our Social Worker will always check how things went and we can discuss any worries or concerns

Jane Moore,
Director Children & Family Services

Cllr Ivan Ould
Lead Member for Children & Family Services

our **pr**  **mise**
to children in care and care leavers

